

# WEEK IN REVIEW

A publication of the City Manager's Office

## Council Meeting

August 20 & 25 - [City Council Meeting Agendas](#)

## Looking Ahead

*Most boards, including Council, are holding meetings virtually. Check the meeting calendar for updates. [Click here for how to submit or make public comments during the meetings.](#)*

Tuesday, August 18: Economic Development Authority, Planning Commission meetings

Thursday, August 20: Tourism Board meeting

## Stay Informed!

- [CitE-News & ActivitE-News](#)
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- **LISTEN!** [DEFROST](#) true crime podcast (WPD)
- **LISTEN! NEW** [Rouss Review](#) podcast - Parks COVID-19



Flowers blooming in the roundabout in front of the Timbrook Public Safety Center.

## City Manager's Highlights

Scheduled a Special Council meeting on Thursday, August 20 to vote in an open meeting pursuant to Virginia Code Section 2.2-3712(B) to hold a closed meeting at an undisclosed time and undisclosed location within the next 15 days for the purpose of interviewing candidates for the position of City Manager.

Work progressed on the Central Downtown Infrastructure Improvement Project (N. Loudoun Street) and the new [Green Circle Trail](#) section on W. Jubal Early Drive.

The outdoor pool will close for the 2020 season on September 7 and the indoor pool will reopen on the 8th.

# Public Safety

## Winchester Police

- Held new police applicant testing (37% minority pool). Invited 14 more applicants to September testing.
- Audited accreditation files.
- Met with Virginia State Police regarding the cold case on which the DEFROST podcast is based. Wrote and recorded the new episode of the DEFROST podcast.
- Submitted one, finalized one, and drafted one new policy and created three new forms.
- Coordinated food purchase for Douglass Park Family Day.
- Attended Crisis Intervention Team Assessment Center (CITAC) virtual meeting, Anti-Bias training, and Drug Court meeting.
- Taught defensive tactics at the Basic Academy.
- Attended the FBI Leadership school.
- Crime stats:
  - Crimes against persons (felony) - 2
  - Crimes against persons (misdemeanor) - 6
  - Burglaries (residential) - 2
  - Burglaries (commercial) - 1
  - Property crimes/other - 29

## Winchester Fire and Rescue

- Completed paramedic practical evaluation.
- Installed N-95 sterilization machine and completed distributor training.
- Held monthly volunteer leadership meeting with a GIS presentation and discussions about COVID, air pack replacements, apparatus maintenance, Master Plan, and Medicare CARES funding.
- Conducted shift training on drafting and pumping of fire apparatus.
- Completed Citizen Complaint Investigations for life safety concerns such as locked doors in business community.
- Posted the Deputy Fire Marshal position announcement and scheduled evaluators for Deputy Fire Marshal interview process.
- Attended site meeting for local hazardous material storage company expanding operations.

Police Activity	#
Calls for Service	631
Directed Patrols	27
Directed Patrols (OTW)	3
Extra Patrols	56
Extra Patrols (OTW)	2
Alarms/False Alarms	18/17
Crash Reports	5
Traffic Citations	40
Traffic Warnings	46
DUI/DWI	1
FOIAs Answered	6
Special Events Permits Received/Approved	1/1 50 YTD

  

Fire Activity	#
Fire	3
Overpressure	0
EMS/Rescue	103
Hazardous Cond.	3
Service Call	6
Mutual Aid Given	7
Good Intent	1
False Alarms	5
Special Incident	0
Plan Review	3
Reinspections	1
Inspections	2

## Emergency Management

- Held Social Services conference call regarding Emergency Support Function (ESF-6) Mass Sheltering.
- Held conference call with the Traffic Division and MView regarding the integration of traffic cameras into the regional network.
- Participated in conference call with City leaders, Shenandoah University, and Valley Health regarding COVID-19 rapid testing.
- Configured new department drone for service.
- Continued developing the Social Services radio training video.
- Finalized sheltering storage unit venting configuration.

## Development Services

### Zoning and Inspections

- Completed:
  - 31 building permit inspections and 34 building permits (\$261,674 valuation).
  - 48 code enforcement inspections and initiated 18 new cases
  - 4 new business reviews (2 Zoning User Permits general business, 2 Zoning User Permits home business)
  - 0 PDSP permits
- Removed 0 signs from the public right-of-way (YTD=89)
- Significant projects this week:
  - 901 Amherst Street - public trail improvements (\$114,000)

Date	Address	Description	Value
08/06/2020	329 331 NATIONAL AVE	INTERIOR REMODEL	\$6,000
08/06/2020	523 N CAMERON ST	REPLACE WATER HEATER	\$1,610
08/07/2020	955 KINZEL DR	REMODEL	\$500
08/07/2020	172 LINDEN DR	ADD RECEPTACLES	\$1,043
08/07/2020	1460 UNIVERSITY DR	TEMP METAL GAZEBOS	\$2,799
08/07/2020	312 HANDLEY BLVD	LTS & RECEPTACLES	\$240
08/07/2020	117 S LOUDOUN ST	REMODEL 19-2966	\$2,500
08/07/2020	220 ROSZEL RD	SERVICE UPGRADE	\$4,000
08/07/2020	1536 DALTON PL	REMODEL	\$1,500
08/07/2020	220 ROSZEL RD	SOLAR ARRAY	\$8,745
08/07/2020	527 N BRADDOCK ST	NEW HEAT PUMP	\$3,500
08/07/2020	914 KINZEL DR	SERVICE UPGRADE	\$1,000
08/07/2020	718 MERRIMANS LN	ABOVE GROUND POOL	\$800
08/07/2020	901 AMHERST ST	PUBLIC TRAIL SITE IMPROVEMENTS	\$114,000
08/07/2020	428 W CECIL ST	HVAC 20-1322	\$800
08/10/2020	330 BEEHCROFT RD	REPLACE WATER HEATER	\$1,200
08/10/2020	115 N WASHINGTON ST	REPLACE RAILINGS & STAIRS	\$8,950

Date	Address	Description	Value
08/11/2020	171 OMPS DR	SWIMMING POOL INSTALLATION	\$28,000
08/11/2020	3019 VALLEY AVE	DUCTLESS HEAT PUMP SYSTEM	\$6,000
08/11/2020	1552 MOFFETT DR	NEW FIXTURES	\$3,500
08/11/2020	431 HIGHLAND AVE	REPLACE HEAT PUMP & A/C	\$3,000
08/11/2020	79 RIFLEMEN LN	NEW HEAT PUMPS	\$13,200
08/11/2020	431 HIGHLAND AVE	REPLACE FIXTURES	\$3,000
08/11/2020	130 E CORK ST	RE-ROOF	\$14,000
08/11/2020	38 RIFLEMEN LN	REPLACE A/C & FURNACE	\$9,800
08/11/2020	79 RIFLEMEN LN	NEW DWELLING	\$6,000
08/12/2020	609 S BRADDOCK ST	INSTALL SHAMPOO SINKS & WATER	\$1,200
08/12/2020	536 JEFFERSON ST	REFRIGERATION SYSTEMS	\$6,787
08/12/2020	611 S CAMERON ST	REPAIR FIRE DAMAGE	\$8,000
<b>Total</b>			<b>\$261,674</b>

## Planning

- Responded to inquiries, mostly from Greystone Terrace residents, pertaining to applications appearing on the agenda for the August 18<sup>th</sup> regular Planning Commission meeting.
- Conducted an interview with an Associated Press reporter wanting a historical perspective of the economic prosperity of downtown Winchester.
- Prepared content for City website providing materials pertaining to the City's Comprehensive Plan update. Materials include: draft chapter updates, Character Map edits, and updated Redevelopment site scenario graphics.
- Staffed the August 13 Board of Architectural Review special meeting that included a public hearing for demolition of a garage that is more than 100 years old. May need to prepare and distribute an agenda packet for a meeting on August 20 if any applications are submitted by the end of the week.
- Continued to conduct online plan review and approval of development projects.

## Economic and Workforce Development

- Continued working with prospective businesses considering Winchester and developers pursuing projects in Winchester.
- Held Enterprise Zone discussion with property developer.
- Attended Consultant Connect virtual gathering of state economic development entities.
- Notified CARES Act Emergency Grant recipients of their awards.
- Participated in weekly Northern Shenandoah Valley Economic Response team meeting to discuss COVID-related economic issues.
- Collected invoices/bills from Disaster Relief Funding loan recipients to begin process of transitioning those loans into grants.
- Completed Community Development Block Grant portion of the 2020 Annual Action Plan.
- Completed Enterprise Zone Q1 permitting reports.

## Arts and Vitality & Old Town

- Advertised remaining funds for Small Business Relief Grant Program (\$1,000 remains for downtown businesses).
- Participated in call with Virginia Main Street staff and small group of other main street directors from around VA to discuss current state of affairs in downtowns across the state.

## Winchester/Frederick County Tourism

- Launched newest video in our ongoing video featurette series that focuses on our local businesses and their owners. This round was a restaurant focus, and it was on Tropical Island Coffee and Café in Winchester. Video was promoted on social media and can also be found here: <https://youtu.be/R2vGT0LcXoQ>.
- Continued working on future video featurette projects and reviewed applications for the next video, which will focus on a craft beverage business.
- Met with some lodging partners to discuss possibly expanding on the recent Destination Ambassador program to develop two shorter iterations each focusing closer on lodging and restaurant front-line employees. We are currently reviewing if this is feasible and in demand.
- Attended a monthly VRLTA Shenandoah Chapter virtual meeting with Delegate Tony Wilt as the special guest.
- Assisted with an installation of a large number of new/revised Civil War interpretive marker signs at the Third Battle of Winchester. Met with Civil War Trails and Shenandoah Valley Battlefields Foundation reps.
- Attended the weekly Northern Shenandoah Valley COVID Economic Response Team meeting.
- Took part in a training program for administering/editing content on the new soon-to-launch Shenandoah Valley Tourism Partnership website.

## Public Services

- Working on finalizing the City's SMART Scale funding applications to VDOT for roadway improvements on S. Pleasant Valley Road that will increase safety and improve traffic flow. City Council approved these applications at their meeting Tuesday evening.
- Participated in the Board of Zoning Appeals meeting where the board approved the City's variance request to install the 12-foot high wall adjacent to where the school buses park at City Yards and also replace the existing fence around City Yards.
- Met with the developer's engineer to discuss stormwater issues related to the proposed addition at Westminster Canterbury.
- Received notice from FEMA that the City will need to amend the City's current floodplain regulations to meet the revised federal regulations by January 2021.

## Utility Capital Improvement Projects (7/1/18-present)

Measure	Past Week	Project Totals
Water mains replaced (linear feet)	0	8,292
Water service lines replaced (number)	6	378
Water meters replaced (number)	24	5,433
Sanitary sewer mains replaced/lined (linear feet)	15	6,630
Sanitary sewer laterals replaced (number)	6	117
Sanitary manholes replaced (number)	0	42
Sidewalks replaced (linear feet)	0	39,697
Sidewalks repaired (linear feet)	0	191,703

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Streets	Streets repaved	0	.80	Lane miles
	Potholes repaired	3	.88	#
	Mowing	12.65	267.12	Acres
	Miles of streets swept	53.10	1,907.89	Miles
	Tons of leaves hauled	0	58.50	Tons
Trees	Dead/diseased trees removed	0	155	#
	Trees trimmed	3	684	#
	Stumps removed	0	173	#
	Trees planted	0	242	
Traffic	Street signs Installed/replaced	7	371	#
	Pavement markings repainted (City)	0	8,443	Linear feet
	Pavement markings repainted (contractor)	0	665,997	Linear feet
Refuse & Recycling	Refuse collected	143.51	4,298.70	Tons
	Recycling collected	47.47	1,326.376	Tons
	Large item pickups	1	89	#
Transit	Total passengers	1,354	46,781	#
	Revenue miles pick up/drop off	3,433	78,781	Miles
	Revenue hours pick up/drop off	317.3	7,586.18	Hours
Utility billing	Payments processed	1,820	44,971	#
	New bills mailed out	0	43,436	#
	Water services turned off (non-payment)	0	125	#

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Water treatment plant	Average daily water demand	5.68	5.73	Million gallons/day
	Peak daily water demand	6.62	7.81	
Wastewater treatment plant	Average daily flow treated	8.38	7.37	Million gallons/day
	Peak daily flow treated	11.28	17.21	
Water distribution and wastewater collection	Water main breaks repaired	0	12	#
	Water meters read	3,002	50,525	#
	Fire hydrants flushed	19	652	#
	Sewer mains cleaned	9,206	99,278	Linear feet
	After-hours call outs	2	86	#
Engineering	Site plans reviewed	4	78	#
	Floodplain permits issued	2	29	#
	Utility as-builts reviewed	0	5	#
	Right-of-way permits issued	28	530	#
	Land disturbance permits issued	0	9	#
	Stormwater facility inspections	0	64	#
	Erosion and sediment control inspections	31	899	#
	Erosion and sediment notices to comply	0	0	#
Facilities Maintenance	Work requests completed	25	604	#
	Special events assistance	1	9	#
	Maintenance of pedestrian mall	29	913	Staff hours
Equipment maintenance	Total repairs completed	11	1,357	#
Winchester Parking Authority	Work requests completed	7	154	#
	Special events - assistance provided	0	3	#
	Vandalism or property damage issues	0	10	#
	New monthly rentals	0	92	#
	Monthly rental cancellations	0	135	#
	Total monthly leases in all autoparks	0	1,099	#
	Available monthly spaces in all autoparks	0	313	#
	Hourly parkers (all four garages)	1,876	51,478	#
	Park-Mobile transactions	775	16,061	#
	Meter violations	183	4,077	#



## Social Services

- Received 95 Benefit Program applications: 27 SNAP, 48 Medicaid, 3 TANF, 0 VIEW, 1 Child Care, 0 Auxiliary Grant, 0 General Relief-Burial, 16 Home Energy Assistance Program
- Provided case management to: 1,671 Medicaid, 4,247 SNAP, 66 TANF, 19 Auxiliary Grant, 47 individuals receive VIEW services, 50 families/92 children receive Child Care Subsidy Assistance.
- Other highlights:
  - Emergency benefits will be made available to Virginia Supplemental Nutrition Assistance Program (SNAP) participants in August, as part of a provision set forth by the Families First Coronavirus Responses Act of 2020. [More Info](#)
  - Held the Family Assessment and Planning Team (FAPT) meeting to discuss services and funding available to support the children and families who have been referred to FAPT.
  - Staff met to further develop an internal safety assessment and planning training to enhance the mandatory trainings offered by VDSS.
  - Staff participated in the online Virginia FOIA Training Day.
  - Staff attended the virtual Benefits Roundtable meeting with the Northern Region Practice Consultants to discuss benefit programs.

Weekly Activity	#
Clients walk-ins/drop-offs	0/81
Child Protective Service (CPS) referrals/case management load	3/40
CPS family assessments & investigations of alleged maltreatment	39
Placed "on notice" for foster care entry by JDRC	6
Children in/entered/exited foster care	54/1/0
Adoption subsidy cases/adoptions finalized	50/0
Benefit program fraud & overpayment referrals/investigations/recoupment claims	1/9/121
Family Service intakes	2
Family Services Prevention case management load	6
Family Partnership Meetings	12
Adult Protective Service referrals/investigations/intakes	5/11/8
Adult services case management load	5
Adult guardianships/cases	1/81
Uniform Assessment Instrument screenings	1
Interstate Compact on the Placement of Children (ICPC) case management	1



## Parks & Recreation

- Held two open forums to provide information regarding the indoor pool schedule and COVID requirements.
- Continued reviewing contingency plans for park facilities, staff and programs.
- Developed a program for full-day childcare which works in conjunction with the Winchester Public Schools return-to-learn plan. The plan will serve a reduced number of children as a result of social distancing criteria. The plan has been discussed with the City Manager and approved.
- Developed a program to return to offering athletics programming for the fall.
- Spoke with a vendor regarding upgrading RecTrac and the process involved in the migration. The upgrade is web based and will offer online services to the community as well as permit the Innovation & Information Services Department to implement a server upgrade.
- Provided Chris Way, a newly appointed member of the Parks & Recreation Advisory Board, with a department review and orientation.
- Met with WPD Officer Sales and representatives of the local SPCA to discuss a community project to aid pet owners in the community. Plans are being formulated for the program which is currently scheduled for October 17.

## Support Services

### Innovation & Information Services

- Reviewed wireless options for students at Parks and Rec; implementing resolution.
- Completed security survey for Treasurer's Office required by State Department of Taxation.
- Assisted vendor with monitoring a data conversion process.
- Resolved error on Fire Department server application.
- Completed GeoCom map data updates (GIS).
- Conducted Pictometry data updates. Updated Zoning overlay, zoning, address, streets, and parcel data.
- Added Spottwoods Poles Drive in GIS data.
- Finished Fire and Rescue maps used to help recruits learn City streets. Created a map book grid project to help make updating paper maps more efficient.
- Started adjusting schema for new Voter Registrar mapping application (Polling Locator App).
- Presented GIS capabilities and current applications to Volunteer Fire Chiefs during Fire and Rescue leadership meeting.
- Personal Property (Commissioner of the Revenue): Unit test resolutions for the 2 new personal property issues; worked on turning personal property query into report programs.

Help Desk Requests	Count	Closed
Accounts	19	16
Email	4	8
GIS	3	4
Hardware	9	12
Naviline	1	2
All Infrastructure	4	10
Not Assigned	1	0
Procurement/Disposal	1	1
Reporting	0	5
Software	8	14
Total	55	72

## Communications

- Distributed the August 13 CitE-News issue. [View](#)
- Handled 0 media requests for City information and staff interviews; 5 inquiries for WPD.
- Produced and posted the [new episode](#) of the DEFROST podcast with the Police Department. (Episode 6 of 9)
- Filmed the first guest speaker for the Parks' 9/11 commemoration video.
- Wrote, produced and posted the [new episode](#) of the Rouss Review Podcast that features Lynn Miller, Director of Parks and Recreation, as he discussed the effects of COVID-19 on park programs.
- Created Monday Market and other hiring social media graphics for Human Resources.
- Continued planning for the 2nd "Go and See" Virtual Field Trip video. Location: City Yards.
- Worked with I&S to procure an encoder with CARES Act funding that would allow the City to stream channel 6 online.
- Purchased an online forms program with CARES Act funding that would convert up to 100 of the City's PDF forms, currently on the website, to online fillable forms with additional features and ADA accessibility.
- Selected a videographer to create five videos using CARES Act funding: 1) School safety during COVID, 2) Social Services process changes due to COVID, 3) Online services and doing business with the City from a distance, 4) Using the online agenda portal, and 5) Locating City services (once buildings are reopened).
- Purchased several add-ons for the City's online FOIA request portal with CARES Act funding that will allow staff to redact documents, invoice, accept payments, and better secure responses within the system to help streamline the process.
- Began creating a Customer Referral Guide to help employees assist residents/businesses find the staff/department/services they need.
- Promoted and assisted with the public comment period of the City Council meetings. Updated website in various places with instructions.
- Sent FOIA and Records Retention reminders and new information learned via the VFOIA training completed last week.

311 Requests Received	#
FOIA	10
New Recycling Bin	-
Missed Trash/Recycling Collection	2
Inoperable Vehicle	1
City Tree Issue	-
Traffic Signal Issue	-
Dead Animal in Road	-
Ask a Question	3
Stormwater Drainage Issue	-
Pothole	1
Street Light Out	-
Tall Grass	-
Water/Sewer Service	-
Total/YTD	17/364

Date	City of Winchester News Releases
8/10	SNAP emergency benefits available in August - <a href="#">read</a>

Date	Articles in <i>The Winchester Star</i>
8/8	Parking Authority signs contract for automated equipment
	City backtracks, awards tax exemptions for to 2 nonprofits
8/10	Wiley wins Republican nomination for 29th District House of Delegates
8/11	Case dismissed after city acknowledges mistakes
8/12	Letters to the editor: City needs to listen to what its firefighters are saying
	School Board oks Douglas School agreement
	WPS reopening plan remains on track
	Search and destroy: City woman's mission to kill spotted lanternflies
8/13	Council maintains moratorium on water disconnects
	City seeks state funds for Pleasant Valley improvements
8/14	Mayoral forum canceled due to miscommunication
	City Council may resurrect some of its committees